Regd.

DIT-B015/16/2018-6689 – 3
Department of Information Technology
Government of Himachal Pradesh

From

PIO-cum-Joint Director (IT),
Department of Information Technology,
Government of Himachal Pradesh.

To

Sh. Rohit Kalia,
S/o Sh. Baldev Raj Kalia,
H. No.- 2567/1, Sector-44-C
Chandigarh - 160047

Dated: Shimla-13, the *1st September* ~~August~~, **2023**

Subject: **Regarding information under RTI Act, 2005.**

Sir,

Please refer to your RTI applications dated 30th June, 2023 on the subject captioned above.

In this context, the information requested by you consists of 28 pages which are enclosed for further necessary action at your end. If you are not satisfied, you have a right to prefer an appeal to Sh. Sunil Verma, Additional Director (Admin), Department of Information Technology, Himachal Pradesh, Shimla (Tel. No. 0177-2622502) within a period of 30 days.

(Anil Semwal)
PIO-cum-Joint Director (IT)
Department of Information Technology,
Himachal Pradesh

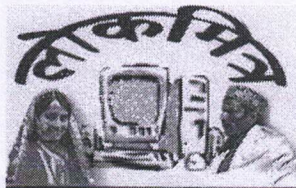| Sr.No.	Question	Answer
1	What is Lok Mitra Kendra Scheme? Who is eligible to become VLE under this scheme? What are the terms & conditions of this scheme? Please provide complete details of the Lok Mitra Kendra Scheme.	Lok Mitra Kendra Policy attached at **Annexure–A** for reference, please.
2	Please provide the total number of active Lok Mitra Kendra in Himachal Pradesh.	It is submitted that as per the information received from State Head, CSC-SPV, total active CSC/LMKs in Himachal are 5908.
3	How this scheme has benefited the people of Himachal Pradesh?	Benefits: 1. **Accessibility:** LMKs have improved accessibility to government services, particularly in rural areas where access to government offices may be limited. 2. **Service Delivery:** LMKs act as one-stop centers for various government services. 3. **Time and Cost Savings:** With LMKs, citizens no longer have to travel long distances to access government services or stand in long queues. This saves time and reduces the cost associated with traveling to different government offices. 4. **Transparency:** LMKs contribute to increased transparency in service delivery.

		5. **Empowerment:** LMKs empower citizens by enabling them to access and utilize government services more easily. It's important to note that the specific benefits and impact of Lok Mitra Kendra may vary based on the location and the services available.
4	Please provide the list of active Lok Mitra Kendra in Haroli block of Distt Una.	The list of active Lok Mitra Kendra in Haroli block of Distt Una has been received from CSC-SPV and same is attached at **Annexure-B** for reference please.
5	What is the average monthly income of Lok Mitra Kendra in Haroli block of Distt Una?	The average monthly income of Lok Mitra Kendra in Haroli block of Distt Una has been received from CSC-SPV attached at **Annexure-B** for reference please.

6	In Haroli block of Distt Una, is there any Lok Mitra Kendra in village/panchayat Haroli? If yes, please provide the following details:
	
	    a. Name of the VLE
	    b. Contact Details of the VLE (address, contact number, etc.)
	    c. Year of establishment this Lok Mitra Kendra
	    d. Type of services provided by this Lok Mitra Kendra
	    e. IT Facilities available at this Lok Mitra Kendra
	    f. Average monthly income of this Lok Mitra Kendra
		The requisite information has been received from CSC-SPV and same is attached at **Annexure-C** for reference please.

7	In Haroli Block of Distt Una, is there any Lok Mitra Kendra in village/panchayat Palkawah? If yes, please provide the following details:
	
	    a. Name of the VLE
	    b. Contact Details of the VLE (address, contact number, etc.)
	    c. Year of establishment this Lok Mitra Kendra
	    d. Type of services provided by this Lok Mitra Kendra
	    e. IT Facilities available at this Lok Mitra Kendra
	    f. Average monthly income of this Lok Mitra Kendra
		The requisite information has been received from CSC-SPV and same is attached at **Annexure-D** for reference please.

8	In Haroli Block of Distt Una, is there any Lok Mitra Kendra in village/panchayat Kante? If yes, please provide the following details: a. Name of the VLE b. Contact Details of the VLE (address, contact number, etc.) c. Year of establishment this Lok Mitra Kendra d. Type of services provided by this Lok Mitra Kendra e. IT Facilities available at this Lok Mitra Kendra f. Average monthly income of this Lok Mitra Kendra	The requisite information has been received from CSC-SPV and same is attached at **Annexure-E** for reference please.

LOK MITRA KENDRA

Implementation Guidelines

Department of IT, Shimla, Himachal Pradesh

Contents

Abbreviations-

SNo	Abbreviation	Definition
1.	API	Application Program Interface
2.	B2B	Business to Business
3.	B2C	Business to Citizen
4.	CSC	Common Services Centre
5.	CSC-SPV	CSC- Special Purpose Vehicle- CSC e-Governance Service India Ltd.
6.	DIT	Department Information Technology Shimla HP
7.	DeGS	District e-Governance Society
8.	DHQ	District Head Quarter
9.	DIO	District Informatics Officer
10.	EC	Empowered Committee
11.	G2C	Government to Citizen
12.	G2G	Government to Government
13.	GoI	Government of India
14.	GP	Gram Panchayat
15	LMK	Lok Mitra Kendra
16.	MCIT	Ministry of Communications and Information Technology
17.	MMP	Mission Mode Project
18.	SLA	Service Level Agreement
19.	SITEG HP	Socitey for Promotion of IT & e-Governance Himachal Pradesh Shimla
20.	SLR	State Level Resources
21.	SLSA	State Level Service Agency
22.	SDC	State Data Centre
23.	PRI	Panchayati Raj Institute
24.	PRSG	Project Review and Steering Group
25.	SDA	State Designated Agency
26.	SDC	State Data Centre
27.	SCA	Service Centre Agencies
28.	SHQ	State/UT Head Quarter
29.	SIO	State Informatics Officer
30.	SLR	State Level Resources
31.	SSDG	State Service Delivery Gateway
32.	SWAN	State Wide Area Network
33	SITEG	Society for Promotion of IT & eGovernance

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PREFACE

Title: Guidelines for implementation of "Lok Mitra Kendra" with the support of SITEG
Abstract: This document is intended for State Government and District Administrations as guidance for executing the Lok Mitra Kendra policy in the State of HP. The document describes Lok Mitra Kendra policy along with its objectives, governance mechanism, role and responsibilities of the stakeholders.

Lok Mitra Kendra

Lok Mitra Kendra aims to establish self-sustaining network at Gram Panchayat (GP) level under the SITEG society with an objective to deliver various citizen centric services. The model of Lok Mitra Kendra is envisaged as transaction based and service delivery based model, delivering a bouquet of e-services through a single delivery technological platform, which would increase the sustainability of the Lok Mitra Kendras across the state.

Distribution

This is a controlled document and is intended to be distributed to:

1. Government of HP/ Nodal/Line Departments/ SDAs
2. District Administration and DeGS
3. Lok Mitra Kendras

34.	TP	Third Party
35.	VLE	Village Level Entrepreneur
36	EDM	eDistrict Manager

1. Lok Mitra Kendra Background-

1.1. Concept

E-Governance is the application of Information-Technology in the processes of Government functioning to ensure the highest standard of services to the citizens by providing instant access to selected Government information, and interfaces for communicating with the various government functionaries, wherever and whenever they need it. The Government of Himachal Pradesh is committed to provide the general public, especially living in distant rural areas of the State, with the benefits of using Information Technology (IT) in Governance at their doorstep.

Since The State has improved its potential of Internet facility and has proved its potential as a powerful and effective means of disseminating information, it is here that the importance of having good government web-enabled interfaces comes into light. The Web-enabled Government-Citizen Interface, named Lok Mitra Kendra is one such step of the Himachal Pradesh State Government in that direction.

The project envisages various direct/indirect social as well as economic benefits to the rural masses:

- Better dissemination of government information at the remotest corner, resulting in better awareness among rural masses about various Govt. Schemes and bringing in transparency.
- Saving the time & cost of people visiting District headquarters time and again for getting information, lodging complaints & inquiring their status etc.
- Employment generation by opening up of Lok Mitra Kendras throughout the State in the private sector.
- Facilitating the growth of Internet Service Providers (ISPs) throughout the State.

The objective of the Lok Mitra Kendras is to provide e-services in the locality of citizens, by creating the physical service delivery infrastructure for accessing various e-services. LMK is envisaged to be a Change Instrument that would provide a structured platform for socially- inclusive community participation for development. It is the community participation and collective action, not ICT alone, which would lead to sustainable socio-economic development and long-term rural prosperity.

2. LMK/CSC Policy of Himachal Pradesh

2.1. Introduction

The policy envisages establishment of at least 5000 number of LMKs in the State of Himachal Pradesh by leveraging the existing CSC infrastructure in the State. At present, there are 3800 CSCs in the State while 2400 out of these are LMKs.

The aim of this policy is to ensure last mile services delivery through LMKs in the State of Himachal Pradesh.

2.2. Current Status of LMKs

To get the LMK ID, VLE need to submit online request to get Lok Mitra Kendra (LMK) ID by uploading details on http://lmk.gov.in portal. Following documents are required while applying for LMK ID:

- Photo ID Proof
- Address Proof
- Affidavit
- NOC from concerned Tehsildar/ Naib Tehsildar/ BDO/ Panchayat Pradhan/ Panchayat Secretary (from any of them) may be taken to certify the need to have an LMK and the Applicant belongs to that Gram Panchayat/Ward.

After filling in the application on LMK Portal, District Manager verifies the details and submit application to respective District Administration/ DeGS to approve the application. Once application is approved by the District Administration/ DeGS, LMK ID is assigned to the VLE by IT Department.

Currently there are 1810 active LMKs in the State and they are providing following services:

- HPSEB Bill Collection
- Nakal Jamabandi
- IPH Water Bill Collection

2.3. Need for a new Policy

With an objective to leverage the full potential of Himachal Online Seva e-District portal and in view of CSC 2.0 guidelines issued by MeitY GoI, there is need to re-visit the existing LMK guidelines in the State.

Following are the reasons/grounds which justify the need to re-visit current LMK policy of the state:-

a) To leverage full potential of all the existing CSCs for the platforms like e-District especially in view of COVID19 crisis. Existing CSC network of the State can be utilized to increase the penetration and accessibility of e-District portal by citizens across the State.

b) Leveraging CSC 2.0 framework with stronger monitoring mechanism.

c) Enablement and consolidation of online services under one technology platform, hence, making the service delivery at CSCs outlets accountable, transparent, efficient and traceable, with a technology-driven relationship between all stakeholders

d) Entrepreneurship based market driven model making the LMKs self-sustainable. It has been felt that there is need to create an enabling environment with minimum basic requisite criteria which allows the young entrepreneurs to set up LMKs at local Gram Panchayat and ULB level as per local needs and sustainability.

3. SALIENT FEATURES OF POLICY

3.1. Objective

The Himachal Online Seva Portal is the common platform of the State Government to provide Government Services Online to the Citizens. CSC technological platform will be integrated with electronic service delivery platforms of the State Government like Himachal Online Seva (e-District portal) through CSC Connect. This will ensure that VLEs get a single and universal platform for service delivery. The CSC SPV shall provide access to the Nodal Departments of the Dashboard and MIS Reports for the transactions done through LMKs.

The State Nodal Department will coordinate with different Departments to bring in different services online on Himachal Online Seva portal (e-District portal) and these services would be further delivered through LMKs. With this arrangement, all LMKs can access citizen centric services available on Himachal Online Seva portal through CSC SPV portal.

Both CSC SPV and Himachal Online Seva portal will facilitate integration among the two platforms on agreed terms.

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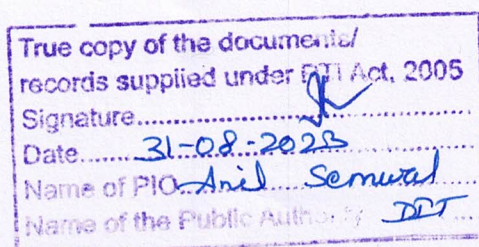
3.2. <u>All existing CSCs to be re-branded as LMKs</u>

The Common Service Centres in Himachal Pradesh is branded as Lok Mitra Kendras (LMKs), as per approval of the State Government during the initiation of the Project. In view of the latest guidelines, there will be no distinction between Common Service Centres (CSCs) and Lok Mitra Kendras (LMKs).

The CSC SPV shall be the implementing agency and will provide support to State. Administration for successful implementation of the Project as per clause 7.1.2 of the CSC 2.0 guidelines.

The District Administration/ DeGS will be empowered for the selection of VLEs through suitable mechanism as per Clause 9.2 of CSC 2.0 guidelines, which is reproduced below:

"The State/UT Administration would empower the DeGS for selection of VLEs through suitable mechanism. The State/ UT Administration and District Administration would be suitably supported by CSC SPV in this regard. The State/UT would have the flexibility of selecting the VLEs for setting up of CSC Network at the Gram Panchayat level under various combinations as suitable to the prevailing conditions. For the purpose of selection of VLEs in the region the State/UTs may invite application through DeGS or SDA and select the VLEs through a panel chaired by DM/DC heading DeGS and other members like-representatives of NIC (District Informatics Officer-DIO), CSC-SPV or any other member. However, the VLEs after selection would be functioning under DeGS. In order to empower the women, preference may be given to women as VLEs. Necessary policy guidelines may be issued by the State/UT in this regard. The DeGS would have to ensure that VLE will be linked with proper Aadhaar authentications or any other relevant authentication as per the decision of the State/UT Administration."

The criteria for selection of existing CSCs or LMKs would be as under:-

a) The list of existing VLEs will be shared by the State Level Resources (SLRs) at DHQs with the District Managers. The detail will have the information regarding the VLE and infrastructure as per Annexure A (Point 8.0).

b) The District Managers will verify the details and submit report to the District Administration/ DeGS which will be forwarded by District Administration to the State IT Department.
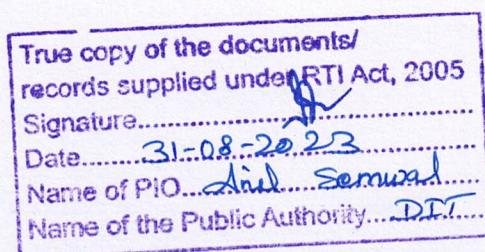
c) Efforts would be made by the District Administration to provide space to the VLEs as per location of CSCs mentioned at Clause 9.1 of CSC 2.0 guidelines, which is reproduced below:

"CSCs may be located within the Gram Panchayat Office or Point of termination (PoT) for the National Optic Fibre Network (NOFN) or other appropriate public building in Rural/ Urban/ Semi Urban areas. In case, it is not possible to locate the CSC within one of these institutions, the CSC may be set up under the guidance of DeGS near by the Gram Panchayat Office, preferably in a government building or any other place(private/public building)having good footfall and where NOFN horizontal connectivity will be made available. Establishment of additional CSCs in the Gram Panchayat area may be decided by the State / UT, after demand analysis based on local requirements, viability having base population supporting them and the financial sustainability. The State/UT has the option to set up the CSCs at desired locations including at urban or semi-urban areas based on the footfall and citizens covered in that area. These CSCs, at urban or semi-urban areas, would be over and above the CSCs proposed in CSC 2.0 at Gram Panchayat level. These additional CSCs would be operational through universal CSC technological platform and would be covered under the monitoring and assessment framework of CSC 2.0. Wherever location of the CSC is likely to be decided by Third Party it would be duly approved by DeGS under District Collector/Magistrate. Preference would be given to the location suggested by DeGS. There is no viability gap funding to any party in the project."

d) On the basis of report by District Managers and further recommendations of DeGS, CSC ID will be provided to such existing LMKs if CSC ID was not assigned.

3.3. Selection of new VLE/ Location:

a) Selection of right kind of entrepreneurs for manning and managing the operations of CSCs is a key determinant for the success of the Scheme. It is important that the CSC Operator has a personal stake in the success of LMK. Hence, the entrepreneurial capability becomes the first and foremost requirement of a CSC Operator/ VLE. He has to have the capacity to make the minimum required investment in establishment of the basic infrastructure (Desktops/Laptops, Printer,

Scanner, Internet connection and Power backup) along with the basic skills in computers applications/ operations.

b) Keeping the above in view, the respective Deputy Commissioners/SDMs shall be responsible for the selection of the VLEs/ CSC Operators within their jurisdiction as they would eventually take the ownership of these Operators and the CSCs.

c) New VLEs will be selected as per the guidelines mentioned at Clause 9. Point 9 from guidelines is reproduced below

"The selection of VLEs and CSC location under CSC 2.0 would be undertaken by State/UT Administration and DeGS, supported by CSC SPV suitably."

d) In so far as feasible, preference may be given to the local talented youth in selection of the suitable candidates. The concerned Deputy Commissioners/SDMs will recommend the applications for allotting CSC ID with following criteria preference:-

Minimum Educational qualifications	Order of preference	Other requirements
10th with Diploma/Certificate course in Computers/IT Application.	(i) Women belonging to local Gram Panchayat/ ULB as the case may be. (ii) Male entrepreneur of the Gram Panchayat/ ULB. (iii) From the Block/ Tehsil within which the CSC is situated	Financial capacity to invest in hardware and supporting infrastructure and expanding the same subsequently

e) Only CSC ID to the new VLEs would be provided only after the recommendation of District Administration/ DeGS. For this purpose, CSC District Managers will provide application data to District Administration for approval on weekly basis.

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f) CSC District Manager will submit the file to District Administration through e-District Manager. The responsibility of moving the file and getting it processed will be that of e-District Manager. Further e-District Manager shall maintain complete record of pending/ recommended application at district level.

g) The format of data in which CSC Manager will provide the detail of the applications is as under:

Name of VLE	Father's Name/Husband Name	Address (including name of GP/MC)	Contact Number	Date of Application	Copy of documents eg. Aadhaar	Application Reference Number

*This information may be made available on the CSC Portal as well.

3.4. CSC-SPV LMK integration workflow

CSC SPV would maintain an advance amount with State Nodal Department in terms of Master prepaid wallet for all the transactions through CSC SPV portal. The advance amount of CSC SPV would be deducted for every transactions as per agreed pricing and sharing structure.

The LMK will provide the services of Himachal Online Seva as per following steps:

a) On CSC SPV portal there will be a Himachal Online Seva services link which will redirect to CSC page of Himachal Online Seva portal.

b) The LMK will be taken directly to services through single sign-on using CSC-Connect.

c) The CSC-SPV will deposit advance amount in the specified bank account of IT Department. The bank will intimate the details of transaction through an API of Himachal Online Seva Portal. The details will include reference id of the bank (UTR number, etc), date and time of transaction, amount, service provider code and mode of payment.

d) The amount value will be credited in the virtual wallet of CSC-SPV maintained in Himachal Online Seva (e-district) portal for transactions other than electricity billing and HRTC services. Different system is being adopted for electricity and HRTC services.

e) The LMK will be able to do transactions only if there is enough balance in virtual wallet.

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f) To perform a payment transaction, payment gateway of CSC-SPV will be used as per the existing process which debits the individual VLE account and provides the transaction status back to the portal, accordingly.

g) For each transaction, the amount will be debited from virtual wallet and intimation regarding sharing of the service charges will be provided to Bank by Himachal Online Seva Portal through an API to be provided by the designated bank. The sharing will take place as per the arrangement made for online transactions done through payment gateway. The information regarding sharing of amount will be provided in API.

h) Receipt/ Acknowledgement is generated from Himachal Online Seva portal

i) Himachal Online Seva portal will provide an online interface to check on the detailed MIS reports and fund availability in master prepaid account of CSC-SPV. This interface would be equipped to send in an email/ SMS alert to CSC-SPV for the need to load the master wallet.

j) Both CSC-SPV and Himachal Online Seva are required to participate in reconciliation and settlement procedures on agreed periodicity.

k) Any changes in the technical or operational arrangements would be done with mutual consent for improvement of service delivery.

3.5. Revenue Sharing

The Revenue sharing will take place as under:

a) The commission/ service charges will be paid to VLE through online process immediately for each G2C service successfully rendered at a CSC. The revenue sharing will be in the ration of 80:20, wherein 80% will be paid to VLE and remaining 20% will be equally shared between CSC SPV and IT Department.

S.no	Share to VLE	Share to CSC-SPV	Share to IT Department
1	80%	10%	10%
For State Government G2C Services: The service charges, net of the share/ amount, payable to the CSC-SPV, would be apportioned in the same ratio as above.			

b) For State Government G2C Services the service charge, net of the share/ amount payable to the CSC-SPV, would be apportioned equally between CSC SPV and IT Department.

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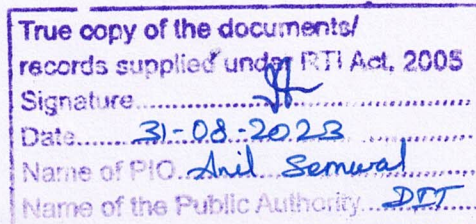
c) Any subsequent changes in the services or pricing will be as per the mutual consent among CSC-SPV, State Nodal Department i.e. IT Department.

d) The finance revenue and sustainability shall be ensured as per the Clause 11 of the guidelines.

e) A MoU will be signed with CSC SPV for efficient delivery of the services to the citizens by taking the approved service charges and sharing of revenue between the stakeholders.

f) All the clauses of "Implementation Guideline for the project CSC 2.0" would be followed by each stakeholder for the implementation of the project.

g) The copy of the guidelines is at Annexure B.

3.6. CSC SPV Resources at State and District level

As per clause 7.2.2 of the guidelines, the State Level Resources (SLR) at State Head Quarters (SHQ) would report to the State Nodal Department, i.e., Department of Information Technology, Himachal Pradesh and State Level Resources (SLR) at District Headquarters would be reporting to the District Administration/ DeGS. The responsibilities of these resources would be as per the guidelines.

3.7. Stakeholders and their responsibilities

3.7.1. CSC e-Governance Service India Ltd. - CSC-SPV

CSC SPV shall be the implementing agency for the Project and would provide suitable Program Management support to State Nodal Department for the successful implementation of Project. The functions of CSC SPV would be in perpetuity, even after completion of the Project, for sustainability of CSCs across the nation.

The main activities to be undertaken by CSC SPV, but not limited to, are as follows:

a) CSC SPV would develop a national level universal CSC technological platform for implementation of CSC 2.0. This would comprise of some key performance indicators (KPIs) like: financial management, human resource management, MIS and reporting, service delivery, help desk, capacity building and integration of all other portal across the State.

b) CSC SPV would act as coordinating agency for development, enablement, on-boarding and delivery of services centrally through the universal CSC technological platform. This will ensure a standard list of services that would be available at all CSCs, irrespective of the location.

c) To enable and manage the local language Help Desk for handholding of VLEs.

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d) CSC SPV would undertake capacity building and entrepreneurship training programme to cover all the existing CSCs and the new CSCs in a periodical manner.

e) CSC SPV would undertake monitoring and assessment of scheme across all the CSCs periodically.

f) CSC SPV would support State for creation of national and state branding.

g) CSC SPV will retain the right to withdraw authorization and get the premises vacated within three months' notice in the case of any defaults or unsatisfactory performance, misrepresentation, fraud, misconduct on the VLE's part. Depending on the severity of the case, the CSC SPV shall have the role discretion to withdraw any or all authorizations to VLE without prior notice.

3.7.2. State IT Department/ Nodal Department:

The IT Department would identify a nodal department for the smooth implementation of the project. The other stakeholders of the project in the State would be functioning under the guidance of nodal department. The responsibilities of State/UT Administration are as follows:

a) To issue necessary guidance for implementation and management of the project in the State.

b) To collaborate with stakeholders including line departments to ensure that various services, training and capacity building initiatives are implemented in the State

c) To ensure identification and enablement of additional G2C services on the universal service delivery platform and to enable integration of all State portals including the utility service providers with the universal CSC technological platform

d) To increase sustainability of CSC outlets in the State by undertaking various programs, schemes and activities with CSC SPV.

e) Selection and management of State level resources for supporting the program management in the State.

f) To review, monitor and assess the scheme on regular basis for smooth implementation and timely completion of rollout of LMKs.

g) In case of any violation of the policy guidelines, take/ recommend appropriate action.
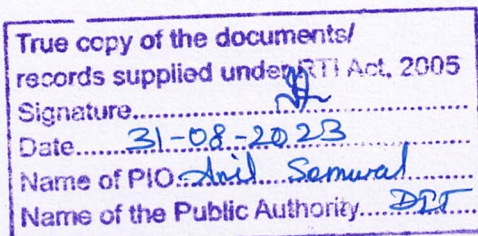
3.7.3. District Administration/ District e-Governance Society (DeGS)

a) Each District has a District IT cum e-Governance Society (DeGS), of which the Deputy Commissioner (DC) is the Chairman. The selection of VLEs would be made by the respective Deputy Commissioners. The DeGS shall be responsible for administrative control, supervision and monitoring the working of the LMKs within its jurisdiction. It will also address any problems faced on account of smooth operations of the LMK, including technical, data and other operational matters.

b) Selection/ identification of VLEs and the operations of the CSC Network in the district.

c) The DeGS will ensure that the CSCs follow the branding and display guidelines of the project.

d) The DeGS will manage and supervise the State Level Resources deployed at DHQs for coordination at various levels.

e) For any default as per policy guidelines, the District Administration may ask for independent enquiry through local administration, i.e., SDM/ Tehsildar/ EDM or any other officer that they feel is capable to do so. The findings of the enquiry shall be forwarded by District Administration to Nodal Department along with proposed action.

3.7.4. Village Level Entrepreneur

A local Village Level Entrepreneur (VLE) would be responsible to bear the entire capital and operational expenditure involved in making the CSC operational. VLE is also expected to deliver various services to citizens as per the direction of the State Nodal Department.

3.8. Monitoring:

The monitoring at the district level will be undertaken by District Administration/ District e-Governance Society (DeGS) supported by State Level Resources (SLRs) deployed at Districts.

a) District Administration/ District e-Governance Society (DeGS) will hold quarterly reviews of the Project in terms of quality of delivery of service by the LMKs.

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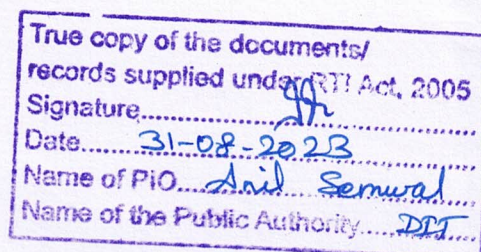
b) The SLR at District HQ will provide the data for review. The SLR will also provide reports to District Managers deployed by State Nodal Department in the Districts, as and when required.

c) eDistrict Manager (EDM) shall ensure that quarterly meetings are held for the reviews of the LMK project in consultation with the respective District Administration.

d) The VLE shall be allowed to work only in the location (i.e. Gram Panchayat or the Urban Local Body) for which the LMK has been allotted.

e) Any default by the LMKs in terms of quality of service delivery, overcharging or any other non-adherence to the guidelines will be brought by the eDistrict Managers (EDMs) to the notice to the District Administration/ District e-Governance Society (DeGS). The default may also come to the notice of District Administration through a complaint received either online or through manual mode. The District Administration may ask for independent enquiry through local administration, i.e., SDM/ Tehsildar/ EDM or any other officer that it deems fit. The findings of the enquiry shall be forwarded by eDistrict Managers (EDMs) to the State Nodal Department for appropriate action.

f) The State Nodal Department will ask CSC-SPV to take appropriate action, which includes, but not limited to, following:

 i. Blocking of CSC ID for minimum 1 month to maximum 3 months for the first default by a particular LMK.

 ii. A penalty of Rs 500/- per incident.

 iii. Both of the above

 iv. Blocking of CSC ID for 6 months to 1 year for 2nd default.

 v. Permanent blocking of CSC ID for more than 2 defaults.

g) EDM at the district level shall assist DeGS and Deputy Commissioner in monitoring, evaluation, meetings/reviews of the e-District Project for providing services through LMK at district level.

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Annexure A

List of existing CSCs/LMKs details will have following details:-

1. Name of VLE:
2. Mobile number:
3. District:
4. Block/ Town:
5. Panchayat/ Word
6. Village/ Location of CSC/ LMK:
7. Address:
8. E-Mail :

Infrastructure details:

1. Computer/ Laptop (Y/N):
2. Printer (Y/N):
3. Scanner (Y/N):
4. Web Camera (Y/N):
5. Broadband Connectivity(Y/N):
6. Biometric Device(Y/N):
7. Aadhaar Kit (Y/N):
8. Suitable Power Backup(Y/N):
9. Space in Sq. Mtrs. :

List Of LMK exist in Block Haroli, District Una

Sr. NO.	Applicant name	Csc_Id	BLOCK	PANCHAYAT_NAME_NEW	Village_Name	Average Monthly Income approx.
1	Rajesh Kumar	1397055510018	Haroli	GONDPUR BULLA	Goindpur Tarf Bula (529)	
2	Pramodh Kumar	7769305510018	Haroli	LALHRI	Lalehri (470)	
3	Rajesh Kumar Agnihotri	476761140019	Haroli	HEERA NAGAR	Hiran	
4	Amit Kumar	279726640018	Haroli	GONDPUR BULLA	Dulehar (526)	
5	Sulinder Kumar	137216740010	Haroli	BATHU	Bathu (475)	
6	Anita Rani	242364430016	Haroli	BHADOURI	Bhadauri (468)	
7	Pradeep Kumar Agnihotri	653643540014	Haroli	PALKWAH	Palakwah (469)	
8	Balwant Singh	319907380019	Haroli	Nangal Kalan	Nangal Kalan (472)	
9	Amit	247763530010	Haroli	DULEHAR	Dulehar (526)	
10	Sanjiv Kumar	255662460017	Haroli	Nangal Kalan	Tahaliwal Nichala	
11	Prem Chand	791544760010	Haroli	BATHRI	Bathri (476)	
12	Naresh Kumar	632701300019	Haroli	BATT KALAN	Bat Kalan (473)	
13	Kamanshu Parbhakar	254422510012	Haroli	LALHRI	Lalehri (470)	
14	Anoop Kumar	261124310016	Haroli	GONDPUR JAI CHAND	Goindpur Tarf Jaichand (530)	
15	Pooja Kumari	512661450013	Haroli	BADEHRA	BADEHRA	
16	Balwinder Chand	245721460019	Haroli	SAINSOWAL	Samnal (466)	
17	Balwinder Singh	276213770019	Haroli	\N		
18	Ashok Kumar	582417510019	Haroli	BADEHRA	Badehra (199)	
19	Gagan Kumar	413271450016	Haroli	BATHRI	Bathri (476)	
20	Gaurav Jaswal	272411770016	Haroli	DULEHAR	Dulehar (526)	
21	Mahesh Kumar	637373470012	Haroli	DHAMANDRI	Dharampur (463)	
22	Ravi Kumar	532347760016	Haroli	KARAMPUR	Palakwah Nichala	
23	Arvind Parkash	532441350017	Haroli	HAROLI	Haroli (467)	
24	Rajni Bala	221355370012	Haroli	BHADSALI	Bhadsali (197)	
25	Deepak Kumar	476733470019	Haroli	HEERA NAGAR	Hiran	
26	Harjinder Singh	267576620015	Haroli	KUNGRAT	Kungrat (527)	
27	Pritam Chand	254754270012	Haroli	BEETAN	Bitan (528)	
28	Lakhvinder Thakur	315106020018	Haroli	CHANDPUR	Chandpur	
29	Manjeet Kaur	144249960014	Haroli	HAROLI	Haroli (467)	
30	Rakesh Kumar	517210080018	Haroli	NANGAL KHURD	Nangal Khurd (471)	
31	Rekha Rani	118088880013	Haroli	BHEDIYARAN	Bhadiaran	
32	Ajay Kumar	336716930012	Haroli	PUBOWAL	Pubowal (523)	
33	Manjeet Kumar	726249500010	Haroli	BEETAN	Bitan (528)	
34	Dimple	721182470018	Haroli	KUNGRAT	Kungrat (527)	
35	Amandeep Singh	277887270015	Haroli	HEERAN	Hiran	
36	Ram Kumar	518635390013	Haroli	HALERA BILNA	Haleran	
37	Manish Kumar Chabba	464951560011	Haroli	\N	\N	
38	Raman Kumar	256164700019	Haroli	POLIAN BEET	Polianbeet (525)	
39	Anita Devi	245727520013	Haroli	SAINSOWAL	Sainsowal (464)	
40	Mukesh Kumar	312225220010	Haroli	KUTHAR BEET	Makor Ghar	

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records supplied under RTI Act, 2005
Signature...........
Date..........31-08-2023
Name of PIO....Anil Sanwal
Name of the Public Authority....DTI

Annexure-B

No.	Name	Account Number	Block	Village	Village
41	Anil Kumar	54562264 0015	Haroli	BHADOURI	Bhadauri (468)
42	Ramesh Chander	663153650015	Haroli	KANGAR	Kangar (462)
43	Vishal Rana	344111150014	Haroli	CHHETRAN	Chhetaran
44	Sanjeev Kumar	562433330019	Haroli	KUTHAR BEET	Kutharbeet (524)
45	Harsh Kumar	154113470019	Haroli	DHARAMPUR	Dharampur (463)
46	Tejasvi Thakur	274146660013	Haroli	HAROLI	HAROLI
47	Jatinder Malhi	416425540019	Haroli	SAINSOWAL	Saihnsowal (464)
48	Chetan Rana	552714350012	Haroli	PALKWAH	Palakwah (469)
49	Subhash Chand	242257460017	Haroli	BATHRI	Bathri (476)
50	Manish Bali	428912250015	Haroli	BADEHRA	Badehra (199)
52	Pawan Kumar	519832480018	Haroli	KARAMPUR	Karampur
53	Nand Lal	431547520010	Haroli	POLIAN BEET	Polianbeet (525)
54	Amandeep	165314730010	Haroli	NANGAL KHURD	Nangal Khurd (471)
55	Jasvinder Kaur	346124660019	Haroli	ISPUR	ISPUR
56	Anjana Kumari	254553520016	Haroli	LALHRI	Lalehri (470)
57	Babita Rani	226426420011	Haroli	LOWER PANJAWAR	Panjawar (179)
58	Pinki Devi	216775130019	Haroli	BADEHRA	Badehra (199)
59	Anand Singh	257265270010	Haroli	\N	
60	Dimple	216761360014	Haroli	BALIWAL	Rora Baliwal (465)
61	Gurmeet Singh	245137430017	Haroli	GONDPUR JAI CHAND	Goindpur Jai Chand Nichala
62	Parveen Kumar	243717560012	Haroli	KHAD	Khad Khas (181)
63	Sanjeev Kumar	271177450016	Haroli	HEERA NAGAR	Hiran
64	Amit Kumar	745756360011	Haroli	DHARAMPUR	Dharampur (463)
65	Parveen Kumari	277362310019	Haroli	SAINSOWAL	Samnal (466)
66	Amrik Singh	563561330014	Haroli	DHARAMPUR	Dharampur (463)
67	Prem Kumar	221361730012	Haroli	BALIWAL.	Rora Baliwal (465)
68	Shubh Lata	754747720015	Haroli	LALHRI	Lalehri (470)
69	Amit Kumar	272216410017	Haroli	ISPUR	Ispur (196)
70	Neelam Kumari	263245640012	Haroli	HAROLI	Haroli (467)
71	Manish Kumar	224616760018	Haroli	LALEHRI	Lalehri (470)
72	Avtar Singh	213443650011	Haroli	DHARAMPUR	Dharampur (463)
73	Neha Chaudhary	252662710011	Haroli	HAROLI	Haroli (467)
74	Pooja Devi	257271150016	Haroli	Kante	Kante
75	Ram Kumari	221627720017	Haroli	Nangal Khurd (471)	Nangal Khurd (471)
76	Sheela Devi	214475130012	Haroli	Palakwah (469)	Palakwah (469)
77	Veena	232111310014	Haroli	Ispur Upperla (196)	Ispur Upperla (196)
78	Dalbir Kaur	242151250017	Haroli	Nangal Khurd (471)	Nangal Khurd (471)
79	Seema Begam	244345340011	Haroli	Thara	Thara
80	Rajinder Kaur	272117520010	Haroli	Goindpur Tarf Bula (529)	Goindpur Tarf Bula (529)
81	Harjit Kaur	217445160013	Haroli	Hiran	Hiran
82	Sulinder Kaur	262244160018	Haroli	Samnal (466)	Samnal (466)
83	Kamlesh Kumari	235652250019	Haroli	Haroli - Ist	Haroli - Ist
84	Naresh Kumari	265546310013	Haroli	Bathu (475)	Bathu (475)
85	Kaushalya Devi	216675760018	Haroli	Bela Bathri	Bela Bathri

Rs 8000

86	Reena Devi	256371530011	Haroli	Bhadauri (468)	Bhadauri (468)
87	Rahul Gautam	212121240016	Haroli	Ghalu Wal (198)	Ghalu Wal (198)
88	Munish Rana	233364260015	Haroli	Bhadauri (468)	Bhadauri (468)
89	Ajay Kumar	725236120010	Haroli	Badehra (199)	Badehra (199)
90	Vandana Kumari	264645550019	Haroli	Pubowal (523)	Pubowal (523)
91	Anurag Jaswal	271565640019	Haroli	Panjawar (179)	Panjawar (179)
92	Sachin Kumar	745147160010	Haroli	Rora	Rora

Annexure - C

Sr. No.	Applicant name	Csc_Id	creation_date	Subdistrict_Name	Panchayat_Name	Village_Name	Average Monthly Income Approx.	Type of services	IT Facilities Available
1	Arvind Parkash	532441350017	18-10-2019	Haroli	HAROLI	Haroli (467)	3500-4000	All Government-to-Citizen services can be provided through LMK.	Internet facility, printing, scanning, lamination, biometric-related facility & other services.
2	Manjeet Kaur	144249960014	18-10-2016	Haroli	Haroli	Haroli (467)	4000-5500		
3	Tejasvi Thakur	274146660013	27-02-2020	Haroli	HAROLI	Haroli (467)	5000-8000		
4	Neelam Kumari	263245640012	05-07-2021	Haroli	HAROLI	Haroli (467)	NIL		

Annexure – D

Sr. No.	Applicant name	Csc_Id	creation_date	Subdistrict_Name	Panchayat_Name	Village_Name	Average Monthly Income approx.	Type of services	IT Facilities Available
1	Pradeep Kumar Agnihotri	653643540014	03-07-2018	Haroli	Palkwah	Palakwah (469)	3000-4000	All Government-to-Citizen services can be provided through LMK.	Internet facility, printing, scanning, lamination, biometric-related facility & other services.
2	Chetan Rana	552714350012	03-08-2020	Haroli	PALKWAH	Palakwah (469)	3000-4500		
3	Varinder Kumar	765058790018	20-12-2016	Haroli	Palkwah	Palakwah (469)	NIL		

Annexure-E

Sr. No.	Applicant name	Csc_Id	creation_date	Subdistrict_Name	Panchayat_Name	Village_Name	Average Monthly Income approx.	Type of services	IT Facilities Available
1	Pooja Devi	225727150016	08-16-2021	Haroli	Kante	Kante	NIL	All Government-to-Citizen services can be provided through LMK.	Internet facility, printing, scanning, lamination, biometric-related facility & other services.